County of San Bernardino
Department of Behavioral Health

Request for Information Technology Support Procedure

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Purpose

To clarify the method to request support services from the Information Technology Unit.

ISD Helpdesk

Contact the ISD Helpdesk to report all application and desktop issues. <u>**Do not call or email DBH Computer Services staff directly. If received, calls and/or emails will be redirected to the ISD Helpdesk and this will impact an expedited response.**</u>

The helpdesk can be reached by:
- Telephone: **909-848-4884** (24 hours a day/7 days per week)
- Email: **ISD Helpdesk** – County WAN environment or isdhelpdesk@isd.sbcounty.gov - Outside the County WAN environment

The preferred method of contact is the telephone as service requests will receive immediate attention, where as, an email request may require up to four hours to be addressed.

The ISD Helpdesk is staffed Monday through Friday, from 7 a.m. to 5:00 p.m. and is supported by seven technical staff members.

Helpdesk Technicians

The Helpdesk technicians are responsible for resolving 1st response issues such as:

- Password Resets
- InSyst (Simon), DBH network connectivity, PAWS, Tar Log, Internet
- Terminate InSyst (Simon) sessions
- Diagnose and resolve general desktop questions
- CPU, Monitor, Keyboard/Mouse, Printers
- Diagnose and resolve general Microsoft Office Suite questions
- MS Access, Excel, Word, Outlook, Exchange

Concerns that cannot be resolved on the initial contact will be defined in a Helpdesk ticket and immediately forwarded to the appropriate DBH Computer Services staff for resolution.

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Procedure

When contacting the ISD Helpdesk, please identify that the request is related to DBH and furnish the following information:
- County Employee ID number
- Staff name, if contract provider
- Clinic and/or Department unit name, address and phone number
- Clinic type (Mental Health or Alcohol/Drug)
- Reporting Unit
- Cost Center number (Department units only)
- Description of the problem or request. Provide detailed information but be concise.

Development Support

Submit an **Information Technology System Development Service Request** form to request development support. Example of programming services include:

- Creation of download files
- Automation of office procedures
- Development of PC databases/applications